

Tell us about your Experiences With Online Trading and Investment Platforms

We're asking individual investors like you what you think about online trading or investment platforms such as websites and mobile applications (apps). It's important to us at the SEC to hear from investors who trade and invest this way so we can understand your experiences.

Please take a few minutes to answer any or all of these questions. Please provide your comments by 30 days after publication in the Federal Register—and thank you for your feedback!

1. Do you have one or more online trading or investment accounts?
- ☐ Yes, I have one or more accounts that I access online using a computer.
 - ☐ Yes, I have one or more accounts that I access using a mobile app.
 - ☐ Yes, I have one or more accounts that I access both online using a computer and using a mobile app.
 - ☐ Yes, I have one or more accounts that I access online, either using a computer or a mobile app, but I also access the account(s) in other ways (e.g., by calling or visiting in person).
 - ☐ I have one or more accounts, but I do not access them online using a computer or using a mobile app.
 - ☐ No, I don't have a trading or investment account.
2. If your response to Question 1 is "Yes", do you think you would trade or invest if you could not do so online using a computer or using a mobile app? ☐ Yes ☐ No

3. On average, how often do you access your online account?
- | | | |
|--|---|-----------------------------|
| <input type="radio"/> Daily/more than once a day | <input type="radio"/> Once to a few times per month | <input type="radio"/> Never |
| <input type="radio"/> Once to a few times a week | <input type="radio"/> Less often than once a month | <input type="radio"/> Other |

If Other, Explain:

4. On average, how often are trades made in your online account, whether by you or someone else?
- | | | |
|--|---|-----------------------------|
| <input type="radio"/> Daily/more than once a day | <input type="radio"/> Once to a few times per month | <input type="radio"/> Never |
| <input type="radio"/> Once to a few times a week | <input type="radio"/> Less often than once a month | <input type="radio"/> Other |

If Other, Explain:

5. If you access your account online, did you have the account first, and only began to access it electronically later? Or did you open the account with the idea that you would access it electronically immediately?
- ☐ I had a pre-existing account and downloaded an app or visited a website to access my account.
- ☐ I downloaded an app or visited a website first, and then opened up an account with the company.

6. My goals for trading or investing in my online account are (check all that apply):
- ☐ Keep the amount of money I have, while keeping up with inflation
- ☐ Save and grow my money for short-term goals (in the next year or two)
- ☐ Save and grow my money for medium- to long-term goals
- ☐ Have fun
- ☐ Other

If Other, Explain:

7. What would you like us to know about your experience with the features of your online trading or investment platform? (Examples of features are: social networking tools; games, streaks, or contests with prizes; points, badges, and leaderboards; notifications; celebrations for trading; visual cues, like changing colors; ideas presented at order placement or other curated lists or features; subscription and membership tiers; or chatbots.)

8. If you were trading or investing prior to using an online account, how have your investing and trading behaviors changed since you started using your online account? (For example, the amount of money you have invested, your interest in learning about investing and saving for retirement, the amount of time you have spent trading, your knowledge of financial products, the number of trades you have made, the amount of money you have made in trading, your knowledge of the markets, the number of different types of financial products you have traded, or your use of margin.)

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9. How much experience do you have trading or investing in the following products:

Investment Products	None	Less than 12 months	1-2 years	2-5 years	5+ years
Stocks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bonds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mutual Funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ETFs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Futures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cryptocurrencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commodities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Closed-End Funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Money Market Funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Variable Insurance Products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business Development Companies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unit Investment Trusts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. What is your understanding, if any, of the circumstances under which trading or investing in your account can be suspended or restricted?

11. What else would you like us to know—positive or negative—about your experience with online trading and investing?

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Ways to Submit Your Feedback

You can send us feedback in the following ways (include the file number S7-10-21 in your response):

PRINT YOUR RESPONSES
AND MAIL
Secretary
U.S. Securities and
Exchange Commission
100 F Street, NE
Washington, DC 20549-1090

PRINT A PDF OF YOUR
RESPONSES AND EMAIL
Use the printer friendly page
and select a PDF printer to
create a file you can email to:
rule-comments@sec.gov

PRINT A BLANK COPY OF THIS FLYER,
FILL IT OUT AND MAIL
Secretary
U.S. Securities and
Exchange Commission
100 F Street, NE
Washington, DC 20549-1090

Contact Info (Not Required; To Submit Anonymously, Leave Blank)

First Name: _____ Last Name: _____

We will post your feedback on our website. Your submission will be posted without change; we do not redact or edit personal identifying information from submissions. You should only make submissions that you wish to make available publicly.

If you are interested in more information on the proposal, or want to provide feedback on additional questions, [click here](#). Comments should be received on or before 30 days after publication in the Federal Register.



Thank you!